

America's One-Stop Career Center System

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An Overview

An exciting innovation called America's One-Stop Career Center System connects employment, education, and training services into a coherent network of resources at the local, state and national level. This new system links the nation's employers to a variety of qualified applicants and provides job seekers with access to employment and training opportunities next door and across the country.

What caused the innovation, what provoked the changes to make the system user-friendly? Simple! We asked the employers, job seekers, educators and community services to tell us the most useful and time-saving way to help.

The customers emphatically responded: "Give us prompt and courteous service from the receptionist to the Center director, let us customize service without a lot of paperwork, and provide us with convenient and easy to access information about jobs and career paths." And that's what a strong partnership among Federal, State and local governments is beginning to do across the country. Strong alliances at the point of service delivery are essential -- Employment Service, Education and Training agencies, Unemployment Insurance, Vocational education agencies, Vocational Rehabilitation agencies, community colleges, and other non-profit and profit organizations are united to furnish the customers with increasingly seamless service. These partners are also making sure the system fully serves the disabled community.

Innovation and partnership have led to the transformation of traditional Job Service and Job Training Partnership Act (JTPA) offices into One-Stop Career Centers. In many areas, community colleges and public libraries may also serve as convenient access points for the public.

Customers can visit the Centers in-person or directly connect to the Center's information holdings through PC or kiosk remote access. For many, an Internet browser is all that's needed!

While individual State systems may reflect a range of titles -- No Wrong Door, Workforce Development, Our State "Works!" -- all are affiliated with America's One-Stop Career Center System.

The partners in Center service teams may also vary from State to State, but there's always a dependable menu of services -- career counseling and assessment, employer and job seeker access to automated job postings, information on job trends, assistance in filing unemployment insurance claims, and help in finding Federal or State dollars to cover some or all of the costs of training opportunities. Job seekers and employers can learn about the performance of various employment and training providers so they can make informed choices about usage.

Customer choice is the key. In most Centers, employers and job seekers may package the services in any number of ways. From posting or looking at a job on the Internet, through guidance by highly-trained help desk and counseling personnel, to fully customized packages of assistance for either employer or job seeker -- the customer is in control!

The customer's input was critical to the creation of America's One-Stop Career Centers; it remains extremely important in determining the service offerings of the Centers. The local business community and job seekers continue to provide commentary -- and constructive criticism -- on the quality of services at the Centers. The focus is squarely on positive public service -- our customer's satisfaction is the number one goal!